Cambridgeshire County Council

Bi-monthly magazine for all employees

countywide

May 2010 | Issue 33

Widen your web
IT special feature

Green Champions
Have a voice, join the team

Recycling bus
Hop on

LEARN AT WORK
Time to broaden your interests
Page 15

Cycling special

Two wheels are better than four
Page 9

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garden show 2010

June 26-27 2010 10.00am - 6.00pm

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countywide

delivery

countywide is produced by the Communications Team for all employees of Cambridgeshire County Council. **Don't get a copy, or receive too many?** Let us know.

countywide online
http://camweb/cd/countywide

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abbreviations

CCC	Cambridgeshire County Council
CYPS	Children and Young People's Services
ECS	Environment Services
CAS	Community and Adult Services
CD	Corporate Directorates

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Reader emails

Dear Countywide,
Just thought I'd let you know that I really liked this edition of countywide (March 2010) - not sure what it was that was different! But - it rang bells with me and I read it from cover to cover! How much is it to advertise?*

Angela Bucksey, Head of Business Support & Facilities Management, Customer Service & Transformation

* For information about advertising in future editions, see page 4.

We want to know what you think, feel and want in order to make YOUR magazine more about YOU and your time at Cambridgeshire County Council. Just email countywide@cambridgeshire.gov.uk and the sender of each email we feature will be sent a countywide goody bag.

Our strategic objectives

- Managing and delivering the growth and development of Cambridgeshire's communities
- Tackling climate change
- Enabling people to thrive, achieve their potential and improve their quality of life
- Supporting and protecting vulnerable people

Our service delivery principles

- Delivering high-quality effective and efficient services
- Listening and being responsive to the needs of Cambridgeshire's communities
- Working in partnership to achieve a shared vision for Cambridgeshire

Our vision

- Creating communities where people want to live and work: now and in the future

Louise Osborne

April's countywide placement – Louise Osborne, Business Support Assistant - Educational Psychology, CYPS. Read her diary on CamWeb, type 'countywide placement' into the search box.

EQUALITY FRAMEWORK FOR LOCAL GOVERNMENT

POSITIVE ABOUT DISABLED PEOPLE

Stonewall TOP 100 EMPLOYERS 2010

INVESTORS IN PEOPLE | Silver

Beacon Authority 2009-2010

Pothole repair **cash welcomed**

CCC has welcomed extra Government cash of £1.3 million to help meet the cost of pothole repair work - but fears the job will still be very expensive.

The County Council has already set aside an additional £1 million this year to help meet the cost of the repairs locally, including an extra £3 million over three years for repair, maintenance and safety work on the Cambridgeshire highways network.

It's anticipated that we should be able to bring the roads back to the condition they were in before the damage caused by the winter weather within three or four months.

In the north and east of the county 11 repair gangs are operating; in South Cambridgeshire and Cambridge City nine gangs are working and a similar number of work crews are out and about in the west of the county.

Bigger budget impacts

The Budget Report contained a number of announcements of relevance to local government.

- Funds of £1.3 million will be provided for repair to our local roads in 2010/11, following the recent cold weather.
- Responsibility for administering the concessionary travel scheme will move to county councils from April 2011.
- 'Cap' provisions will be implemented for Teachers' Pensions and the Local Government Pension Scheme. These will cap the contribution to pensions made by employers, limiting the liability of the taxpayer.
- Up to £100m savings are expected to be made from energy efficiency schemes in local government by 2012/13.

A budget briefing is available on CamWeb at: **http://camweb/cd/ppl/corpdev/corppolicy/**

Integrated Plan 2010

CCC's 2010 Integrated Plan sets out our service commitments.

It includes:

- our vision and values, our five strategic objectives and a summary of planned actions and performance improvements.
- actions planned to deliver on our objectives.
- the budget, which details how we will fund activities.

You can read our 2010 Integrated Plan at www.cambridgeshire.gov.uk/council/policies/integratedplanandpolicyframework.htm

Are we Making Cambridgeshire Count?

Making Cambridgeshire Count (MCC) has been shortlisted in the MJ Achievement Awards, 'Total Place Achievement of the Year' category, which recognises joint working that benefits residents. See page 11.

Eight projects are being developed through MCC. Each is sponsored by one of the Chief Officers sitting on the Cambridgeshire Public Service Board. Lead project officers have been identified and project meetings are underway.

Total Place

MCC is our version of a national initiative called Total Place, which looks at how a 'whole area' approach to public services can make improvements at less cost, and avoids overlap and duplication between organisations.

To find out more visit www.localleadership.gov.uk/totalplace/

Are we still performing well?

In early April, CCC submitted its self-assessment to the Audit Commission, summarising how we are managing our performance and continuing to provide the services that matter to local people. This is known as our **Comprehensive Area Assessment**. This self-assessment will be judged alongside information from other inspectorates such as Ofsted and the Care Quality Commission. Last year, the Council was judged to be performing well.

The Cambridgeshire Together partnership submitted a summary of its work to the Audit Commission, which will form the basis for the **Oneplace** assessment. Oneplace brings together the views of six independent inspectorates to see how well local public services are delivering the things that are important to where we live.

The self-assessments are available to read on CamWeb at: http://camweb.ccc.cambridgeshire.gov.uk/cd/ppl/corpdev/corppolicy/assessment/caa

MOLE CLEARANCE SERVICE

Member of The British Traditional Molecatchers
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To arrange a convenient time for a site visit please contact; David Anderson on 01954 202460. Mob. 07813430232 or mole.control@hotmail.co.uk

Leading columns

Cllr Jill Tuck

Leader of the Council

Councillor Jill Tuck

"Democratic renewal – or elections as we used to call it – puts politics and politicians back in the spotlight and at the mercy of the electorate, and increasingly, the media."

"By the time you read this, we'll have just had the most important general election for years.

Not because of anything within the normal out and thrust of party politics, but because of the need to re-establish the credibility of politics and politicians in the eyes of the electorate.

It is very interesting to see how much public services have featured in the campaign and each of the party's manifestos.

At the heart of both of these issues is the need to make public services more efficient, and to be transparent about where taxpayers' money is spent. Both areas where, in my view, central Government could take a leaf out of our book.

We've been very clear about the need to transform our services so we can cope with the financial pressure we know we will be facing (regardless of which party or indeed how many parties we have in Government).

This issue of countywide highlights two initiatives which are essential, in my view, to the Council's transformation.

The first is the efficiency forum – see page 7 where your ideas are being put into action to help make the Council leaner and more effective; the second is learn at work day – see page 15.

This is an initiative which really appeals to me and demonstrates in a practical sense what a good employer the Council intends to be. But it is also essential that, because we will need to become a more flexible organisation in order to provide services to the same standards in the future, employees have the chance to learn new skills and develop their existing skills in different ways and in different areas.

Please keep your ideas on improvements to service delivery coming and enjoy the magazine."

Jill Tuck

Mark Lloyd

Chief Executive

Mark Lloyd

"Change has been a constant theme of these columns over the past six months and will continue to be so."

One of the major issues for the Council, and our partners, is how we equip ourselves to deal with change.

Public services are going to have to become leaner: anyone who took a passing interest in the General Election campaign will have spotted that, with each of the parties having carefully avoided saying by how much before the Election.

Putting the result of the Election aside (which is too close to call as I write this), there are essential elements to help facilitate that change being put in place at the Council.

It's an exciting time in many ways, although, when changes are afoot, there are always concerns which have to be dealt with.

That is as true for those at the 'top' of the organisation as it is for everyone else.

One of things the Corporate Leadership Team has been doing over the past few weeks is taking a good look at itself and its own role - with a team of directors tasked with coming up with a model which will make the Team, and therefore the leadership of the Council, more effective. I'm looking forward to discussing the conclusions of the working group.

One of the elements I am sure will be at the forefront of colleagues' thoughts is how we can make partnerships work better and how we provide leadership in the wider sense, as well as within the Council.

It's an area where we are already doing well as Cambridgeshire Together's recent nomination for this year's MJ awards proves - but must get better to make sure every £ works as hard as possible in the County.

Mark Lloyd

Local **Government** Pension **Scheme**

The myths, the truth, the envy

Cambridgeshire County BRANCH
UNISON

Public sector pension schemes are under attack in the media. Claims that the schemes are unaffordable, gold plated or featherbedded have become automatic. Statements like pension 'black hole', 'pension apartheid', 'unsustainable perk' etc. are heard repeatedly. Let's stop the politics of envy resulting in a policy of poverty for all.

The facts:

- The LGPS is a core part of the terms and conditions of employment enabling and encouraging saving for retirement.
- The LGPS is affordable.
- Benefits require employer contributions of less than 14%, past service deficits, due to past low employer contributions, can be paid off over several decades.
- Over 50% of the cost is met by employee contributions and investment returns. Only around 5% of income from council tax goes towards the pension scheme.
- LGPS contributes to the economy. Over £100 billion held by LGPS funds is being invested, creating jobs and regenerating the economy.

Fighting envy:

- The LGPS normal retirement age is 65; standard among pension schemes in the private sector. Members contribute up to 7.5% of pay and the average LGPS pension is around £4,000pa.
- Experts have calculated that if the average LGPS member saved in a defined contribution scheme instead of the LGPS they would only receive on average £1,000pa.
- If LGPS provisions are cut, more workers will be reliant on state benefits for their retirement income. Five percent of GDP is already spent on state pension benefits and rises significantly if more retired workers are left in poverty with the cost met by future taxpayers

"LGPS trade unions call for quality pensions for all workers across both the public and private sectors. Everyone has the right to dignity and security in retirement."

To join UNISON visit CamWeb and type 'UNISON' into the search box.

Efficiency bright ideas

Efficiency Bright Ideas are still coming in and our Corporate Directors are feeding back responses. See posts on Daily Briefing and CamWeb. If an answer isn't available the right people across the organisation are alerted.

■ It's not necessary for some groups within CCC to give out promotional material to other groups within CCC - target the general public and the young people we aim to support.

"In the current climate any requests for producing promotional freebies i.e. bags, t-shirts, pens, key rings etc. need to be considered on a case-by-case basis by the Communications Team.

Consideration will be made on whether the product adds value to the marketing campaign; and does not contradict the Council's efficiency activities. Any items produced should also be made from recycled materials or be recyclable.

The issue will be raised at the Marketing Forum for further discussion and we will put out a series of internal messages to announce the decision under the 'Efficiency bright ideas' banner."

■ Ensure electrical appliances automatically turn off when not in use.

CCC is looking at this as part of energy management arrangements and some work has already been done to progress the use of timer plugs.

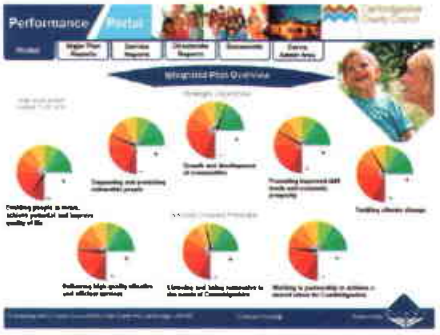
■ Charge for Shire Hall free parking spaces.

The County Council is currently developing a new parking management policy, which will include proposals for charging and explicit eligibility criteria that individuals will be required to meet to access car parking facilities. This work will initially focus on the Shire Hall site, but the principles will need to be applied on a rolling basis to other locations.

■ Instead of paying for useless pansies and other flowers in the beds around the Shire Hall campus and other Council buildings - plant vegetables.

Arrangements are in hand to change the planting arrangements at the Shire Hall campus to low-maintenance and sustainable shrubs.

CorVu project refresher



CorVu is more than just a database that stores information and displays it in different ways. CorVu is really driving CCC's culture of performance management and is used by Cambridgeshire Together partners to provide data against our National Indicators.

The system is being used to provide reports to our Strategic Management Team, Cabinet, Service management teams and even some directorate management teams.

You can see the type of report CorVu provides by looking at the Integrated Finance and Performance Report, provided quarterly to Cabinet. **Just visit: http://tinyurl.com/yddghya**

A training programme for people who input data into CorVu, and the 'Super Users' who support them, will be available this summer. Training for other interested employees will be rolled out through the summer.

Once roll out is complete, CorVu will provide performance information about our Integrated Plan, national and local indicators - helping to highlight milestones achieved and areas requiring attention.

CORVU isn't boring, it tells us ...

- More young people in Cambridgeshire engage in positive activities than anywhere else in the country.
- Over half of the county's household waste is recycled or composted.

For further information contact Tom Barden, Performance Team on 01223 699705 or visit http://camweb/cd/fpp/perfman/.

Authentic Cakes

Wedding and Party cakes to order

All your sugarcraft requirements

Sugarcraft Lessons

Free parking

124 Wulfstan Way, Cambridge CB1 8QJ
Tel: 01223 246840

FREE taxi rides to avoid drinking and driving

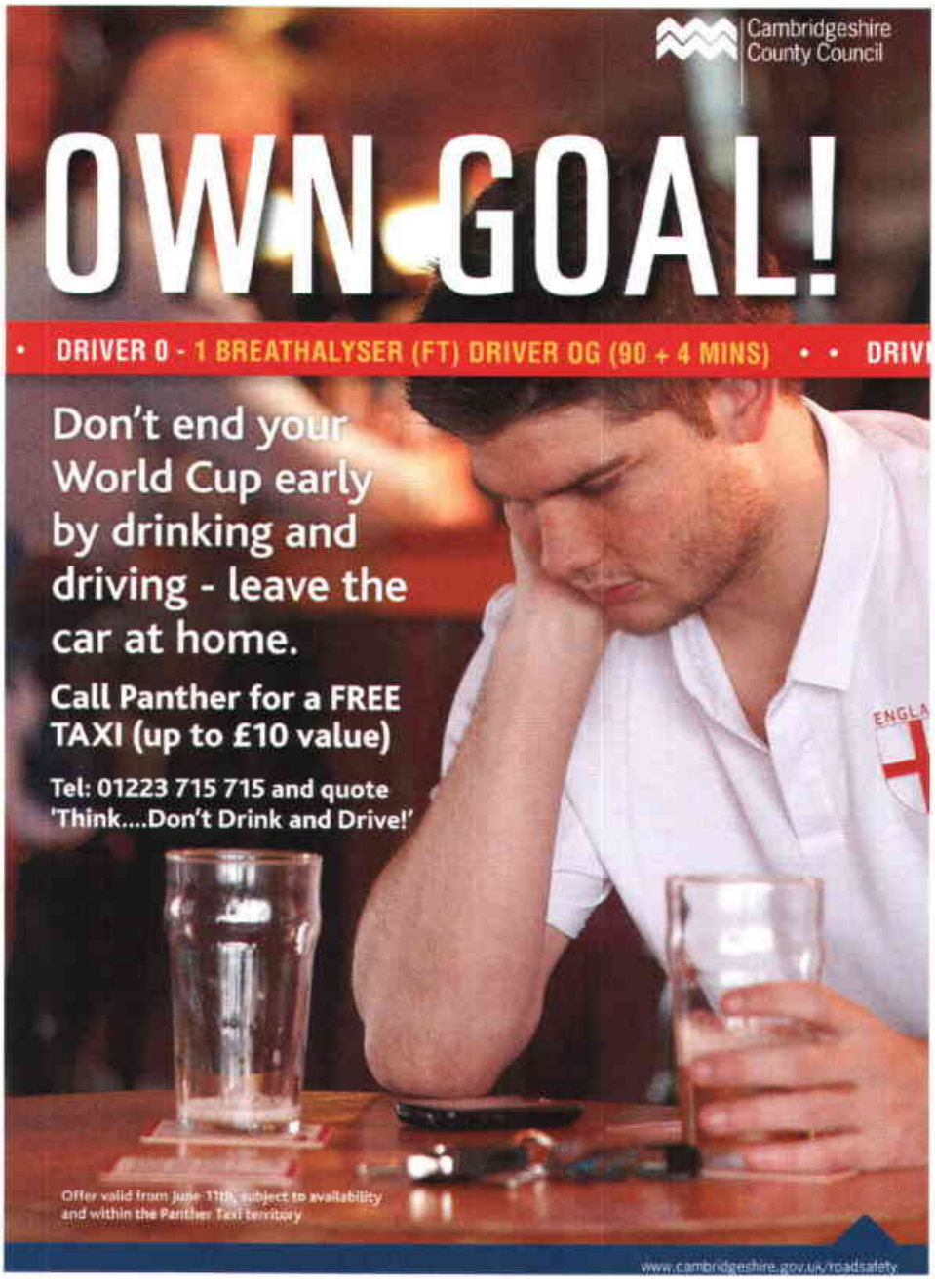
A summer campaign urging road users to refrain from the dangers of drinking and driving launches this month with the World Cup theme 'Own Goal!'

Whilst drink driving is an all year round problem, the summer weather increases the opportunities for people to be out enjoying themselves, especially for "unplanned" drinking after work, and wider social occasions.

This summer's World Cup will no doubt grip the county's attention, with hundreds of thousands of Cambridgeshire residents tuning in. Many will enjoy a drink as they watch the tournament progress, and it's important to realise if you are, or intend to be, in control of a vehicle, the only safe level of alcohol to consume is none at all. The majority of drink drivers are male, and young males are significantly over-represented in the drink drive statistics.

The 'own goal' theme depicts a driver having scored an own goal by being convicted of drink driving after 'full time'. In an effort to prevent motorists from taking the fatal risk, our Road Safety Team has teamed up with Star Radio and Panther Taxis who have generously donated £1000 worth of taxi fares to customers free of charge! Any customer who calls Panther and quotes 'Think! Don't Drink and Drive', can request a fair within Cambridge and many of the surrounding villages completely free up to the value of £10.

Road Safety Officer, Phil Rennie said: "We are extremely grateful to Panther Taxis and Star Radio for donating free trips to our campaign and help make the roads a safer place. We all have complete control over choosing not to drive after consuming alcohol, and I would ask everybody to refrain from the dangers of drinking and driving. Hopefully these free taxi fares will make it that bit easier for people to make the right choice."


Cambridgeshire County Council
OWN GOAL!
• DRIVER 0 - 1 BREATHALYSER (FT) DRIVER OG (90 + 4 MINS) • • DRIV
Don't end your World Cup early by drinking and driving - leave the car at home.
Call Panther for a FREE TAXI (up to £10 value)
Tel: 01223 715 715 and quote 'Think....Don't Drink and Drive!'
Offer valid from June 11th, subject to availability and within the Panther Taxi territory
www.cambridgeshire.gov.uk/roadsafety

THINK! there's someone behind the helmet

UK motorcyclists represent 1% of vehicle traffic, yet account for 19% of all road user deaths.

In 2008, 6000 motorcyclists were seriously injured or killed on Britain's roads. Of these - there were 306 casualties and 88 injured or killed motorcyclists across Cambridgeshire and Peterborough.

Current TV adverts encourage drivers to see the person behind the helmet by showing motorcyclists with signs on their back identifying them as a "new dad" or "shy retiring type". This draws on research that suggests drivers are more likely to be aware of motorcyclists if they personally relate to them .

Our Road Safety Officers promoted the new campaign and ran a Cambridge News competition to win a free bike service, helmet, gloves or safety leathers. It raised the profile of motorcycling as a high risk mode of transport and the need to 'Get There Safely'.

CCC's taking the SUMMER CYCLE CHALLENGE

Ride your bike for just 10 minutes from Monday 7 to Sunday 27 June 2010 and you could win a prize.

The Cambridge Cycle Challenge is a free, fun competition that encourages people to remember the joys of riding a bike. The aim of the challenge is to get as many people as possible to ride a bike for just 10 minutes over the three week challenge period.

You can ride wherever you feel comfortable and at any time over the Challenge. It's not just about cycling to work or the most miles; it's about getting more people to experience and remember how fun and easy cycling can be.

There are lots of prizes that you and your colleagues could win just by taking part.

As well as competing against other organisations, you can compete internally against other Services, battle it out to see who can tally up the most miles and gain the most new cyclists. To take the competitiveness of the challenge even further, Cambridge's old adversary Oxford is taking part in their own cycle challenge at the same time.

Having won the boat race this year, let's see if Cambridge can beat Oxford in the cycling challenge too.

To take part register on the website and then email your colleagues and let the fun begin, visit www.cambridgecyclechallenge.org.uk

To find out more, or for extra help, contact our workplace coordinator, Sarah Bedford, Environment and Business Travel Officer on 01223 715691.

Bike Week events at CCC

Team Green Britain Bike week 19-27 June

It's Bike Week 19-27 June and there will be lots of events taking place across CCC. Bike Week runs at the same time as the Cambridge Cycle Challenge so many events will tie in with the competition to get employees cycling, competing and winning.

- Cyclists' breakfasts on five CCC sites
- A cycle powered smoothie maker at Shire Hall and Speke and Amundsen Houses
- Opportunities to try out a pool bike and take part in the Cambridge Cycle Challenge
- A Dr Bike session at Shire Hall to give your bicycle a health check

Events and dates to be confirmed - visit the Bike Week pages on CamWeb for updated information at http://camweb/es/er/emacc/travel/bike_week_2010.htm

STAFF COACH travel club

If you don't fancy cycling there's always the staff coach.

Following negotiations with C&G Coaches, regular coach users are continuing to run the service as a travel club. This enables the coach to be used by a much wider group. If any employee wishes to use the coach on a regular or one-off basis, or knows of anyone who works in Cambridge City centre and needs transport from March, Chatteris, Sutton, Haddenham, Wilburton or Cottenham, contact David Lilley on 01223 699114 or Colin Arnold (City Council) on 01223 457202.

Cycle dates:

12 & 13 June (10am – 6pm) Bike Fair on Parker's Piece
Try out the cycle scalextric, watch a movie at the cycle cinema and enjoy a free pedal-powered fruit smoothie at the Blendavenda bar. There will be free advice on cycle training, security and basic bike maintenance along with free bike goodies.

16 & 25 June (6 – 8pm) Unusual history bike tour around Cambridge
Discover the real Cambridge with local historian and Blue Badge Tour Guide, Allan Brigham
£3 per adult (accompanied children aged 14 and under go free)
Tickets available from The Cambridge Tourist Information Centre

Organised by the Cycle Cambridge Team.

For further information visit the events pages at www.cambridgeshire.gov.uk/cycling

"Cambridgeshire is one of the best places in the country to cycle"

19 – 27 June Get cycling during Bike Week
Free cycle hire, free swimming at Abbey Pool if arriving by bike, free guided bike rides*, competitions and free cycle maps of local routes.

*Terms and conditions apply.

New principal for Sawston Village College

Jonathan Culpin

Jonathan Culpin has been appointed as the new Principal of Sawston Village College from September. The college's Deputy Headteacher since 2006, Jonathan succeeds June Cannie, who retires in the summer.

Jonathan said: "I'm very pleased to be appointed Principal of the college, and to be able to build upon June's excellent leadership. Working with pupils, parents and staff, my ambition is to lead the college to even higher levels of achievement and to develop as a centre of excellence in education."

Frank's on the bus

The Cambridgeshire Drug and Alcohol Action team has joined forces with Go-Whippet Coaches to raise awareness of FRANK, the Government's national helpline for substance misuse. For more information, contact Laura Hutson laura.hutson@cambridgeshire.gov.uk

Offord Primary's a good school

Offord Primary is a good and improving school, which has developed outstanding features, according to inspectors from the Office for Standards in Education (OfSTED).

Inspectors said teachers were highly skilled at making learning interesting for pupils, who understand and accept their high expectations for work and behaviour.

Headteacher Kirsty Gray, her deputy and the school's governing body were all praised for their leadership.

> "The OfSTED report reflects the hard work and effort by all the staff, pupils, parents and governors who aim high, have fun and are the best they can be."
>
> **Kirsty Gray, Headteacher**

Play areas completed

A scheme to create children's play areas across Cambridgeshire is nearly complete – with a further 22 new spaces developed across the county. This means a total of 33 have now been created over the last two years.

The play areas, which are aimed at eight to 13-year-olds, include natural features and creative landscaping to enhance play opportunities. They have been built as part of a Play Pathfinder project, funded by the Department for Children, Schools and Families (DCSF).

Waterbeach Primary seeks green school status

Waterbeach Primary will be the next school to install solar panels, and pupils are learning how they work and how the school and the environment will benefit.

Lessons are also being planned to include learning around the solar panels which will contribute to the school's goal of achieving a 'Green Flag' in recognition of its efforts to become a sustainable school.

Acting headteacher Nicky Froggatt said: "Teachers and pupils are embracing this new initiative with great enthusiasm. It also means we are generating a more creative curriculum, so the children themselves will come up with their own ideas of what they want to get out of the solar panels."

Solar panels at Cromwell Park Primary School

Join a Youth Offender panel

Volunteers are needed to join Youth Offender panels across the county.

Panels comprise of up to two volunteers recruited directly from the local community, alongside one member of the youth offending team. The panel meets with the young person, and their parents or guardians, to talk about the reasons for their offending behaviour and to agree a tailor-made contract aimed at putting things right.

If you are interested in becoming a volunteer or would like to know more visit: www.yjb.gov.uk/en-gb/yjs/GetInvolved/Volunteering/YouthOffenderPanels or contact Antony Moore, Volunteer Coordinator on 07785 531005.

Apply online for school transport

You can now apply online at www.cambridgeshire.gov.uk/education/schools/getting/ for school's transport for September 2010, if your child is 16 years old or under.

ROCS stars

Ann Barnes

EXCELLENT... Ann Barnes

Ann is Principal Planning Officer for Minerals and Waste Planning, ES. She was nominated for her unstinting work over the last three years in co-ordinating and preparing the statutory Minerals and Waste Plan for Cambridgeshire and Peterborough.

Mark Vigor, Head of Strategic Planning said: "Ann has responded sensitively to serious concerns from the public and Councillors about impacts of the plan during consultations. From concerns about waste development in the local area, to heavy commercial vehicles passing through villages, she's shown total professional and personal dedication."

John Bartram

STARS... John Bartram and Roy Drayton

John Bartram, County Buildings Maintenance Manager and Roy Drayton, County Buildings Engineering Manager are from Corporate Directorates. They were nominated by the Library Service Customer Service Managers.

"John and Roy provide an invaluable service. They provide advice, tackle issues head on and have been fantastic during the last busy year for libraries. They provide excellent customer service, are friendly, put things in terms we understand and nothing is too much trouble for them."

Highways and Access supervisors

EXCELLENT... Highways and Access supervisors

Dennis Vacher, Neil Band, Tony King, and Paul Butcher, Highways and Access supervisors acted above and beyond the call of duty last winter. (Not all pictured).

Louise Collier, Head of Network Management said: "The team worked through the night and most of the following day, to ensure the gritting fleet responded to all call outs, that the highway network was treated and snow ploughs deployed. They also revamped plans to accommodate reduced salt stocks.

service stars win ROCS

GEM OF THE MONTH...
Community and Adult Services

BOUQUET OF THE MONTH...
Children and Young People

YOU ARE A STAR...
Corporate Directorates

EXCELLENCE FOR ENVIRONMENT...
Environment Services

Nomination is easy, type 'ROC' into the CamWeb search box.

ROUND of applause

LGC Awards

Short-listed colleagues from Trading Standards, Organisational Development and Communications recently attended the Local Government Chronicle (LGC) Awards in London. We were nominated in the Community Involvement and Employee Engagement categories.

Although we didn't win the top prizes it was a great achievement to be shortlisted. South Cambridgshire District Council was shortlisted for 'Standards and Ethics' and Fenland District Council (FDC) for ' Council of the Year.'

MJ Awards

Cambridgeshire Together has been shortlisted in the Total Place Achievement of the Year category of this year's MJ Achievement Awards. There was an overwhelming response with outstanding entries and judges had a difficult task selecting the shortlist. The winners from each of the 14 categories will be announced at the gala awards night on Thursday 24 June 2010 at Hilton Hotel in Park Lane, London, to be hosted by former cabinet minister Michael Portillo.

Legal Eagles

Our Legal Services Team has passed its Law Society quality assessment with flying colours. The service has been highly commended for continuing to achieve a very high level of compliance against the Lexcel standard.

Lexcel is the Law Society's practice management standard and is only awarded to solicitors' practices who meet the highest management and customer care standards

Quentin Baker, Head of Legal Services, said: "I would like to congratulate everyone in Legal on achieving this well-deserved recognition of their hard work and dedication in maintaining high standards of service and professionalism."

Log and track Helpdesk calls online

If you have a CCC user ID, you can use the self-service call logging portal to log calls and track their progress.

Allan Campbell, Business Support Helpdesk Manager, explains: "The system lists all incidents logged by you and shows up-to-date information on the progress of your call. You can see which team your calls are assigned to and any notes that have been added to them.

"The Business Support Helpdesk will pick up any calls you have logged within an hour and resolve them wherever possible. Calls that cannot be resolved by the Helpdesk will be assigned to the appropriate specialist team to deal with.

"For general IT or FM problems try using the self-service system next time you need to contact the helpdesk."

Allan Campbell

> "Urgent calls should still go to the Business Support Help desk on (01223) 717333."

How does it work?

1. Visit http://servicedesk.cambridgeshire.gov.uk

2. Log in using your normal network id, e.g. TB123, click login (you don't need to enter a password).

3. Click on the 'Self Service' option in the top right area of the next screen, and away you go.

It's also available externally to all users who own a remote access key fob.

Full information and user guidance can be found on CamWeb at http://camweb/cd/cst/bsfm/helpdesksupport/selfservicecalllogging.htm

TOP TIP: Emailing files - attachments v hyperlinks

Ever been frustrated by having an outlook mailbox that's too large? Nothing increases the size of your mailbox more quickly than attachments and often we don't actually need the files we receive.

If you are sending an attachment to a colleague who shares a network area with you it saves mailbox space and makes more sense to send a hyperlink to the file instead.

Did you know?

The file path can also be found in Office 2003 applications such as Word, by activating the Web toolbar from within the View menu. The path can be copied from the web address field within the toolbar.

TWO METHODS OF SENDING A HYPERLINK:

1 Using the Insert menu in Outlook

In your email, select **Rich text** from the **Format** menu.

From the **Insert** menu, choose **File**, and select the relevant file.

Once the file is selected, click the menu arrow next to the insert button and choose Insert **as hyperlink.**

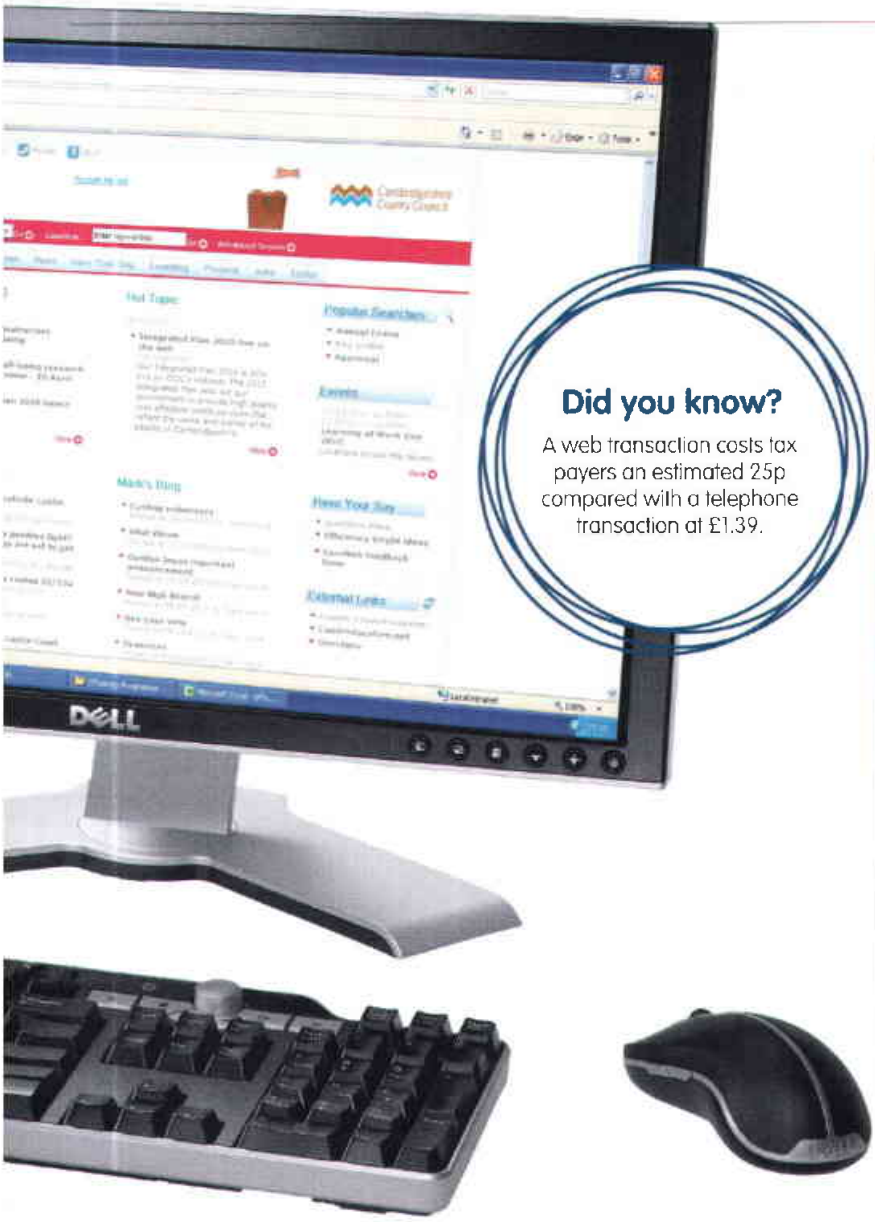
The clickable hyperlink should appear in your email.

2 Copying and pasting the file location

Locate the file in Windows Explorer and copy its location (file path) ensuring that you include the name and file extension (e.g. .xls)

Paste into your email and add < and > to either end of the file path, for example: <\\CCC.Cambridgeshire.gov.uk\Data\Res Dit\Shared\example.xls>

The file path should become a clickable hyperlink.



Did you know?

A web transaction costs tax payers an estimated 25p compared with a telephone transaction at £1.39.

★★★★ Four star website gets even better

We've gained the top "four star" rating in this year's SOCITM ranking of local authority websites. Only ten other sites, out of 433, received this accolade and our top rating is thanks to lots of hard work by our internet authors.

In March new improvements to www.camoridgeshire.gov.uk were launched following feedback from our residents. These improvements will help customers find what they want more easily and help us to keep our pages up to date.

The appearance of our website has now changed to include a redesigned home page. Featuring:

- promotion of popular tasks and new services - these focus on customers' top tasks
- improved news promoter, including support for video content
- promotion of our social media channels
- promotion of RSS feeds
- a streamlined left hand category list only featuring main headings

The redesign has been kept within the web team at CCC to keep costs to a minimum, and they are working in closer partnership with other authorities to help make further savings.

Making Websense

If you have ever been Websense blocked you will have experienced that slightly worried, guilty feeling – even if you were just looking for what you thought was a perfectly innocent website.

CCC (and its libraries) use the internet filter Websense to prevent employees from accessing inappropriate or illegal websites or sites that contain viruses or spyware.

Illegal or inappropriate websites are created and deleted literally on an hourly basis, which means that internet filter providers have to constantly review the internet to ensure that their blocked sites lists are kept up to date.

However, some inappropriate sites may still be accessible and uncategorised for a short period of time. If you come across any site that you deem to be inappropriate please contact the Business Support Helpdesk so that a review of the site can be undertaken.

What type of sites are blocked?

Websites are grouped into category "types" according to their content. CCC has reviewed the categories that Websense defines and determined which should be blocked, taking into account work undertaken by employees so as not to prevent effective working.

There are separate Websense profiles for CCC employees and library users. Unfortunately, it is not possible to tailor Websense to individual members of CCC or departments. If a site is unblocked for one employee, it's unblocked for all.

Who monitors Websense?

This is a joint role for colleagues in HR and Internal Audit, as well as input from the IT Security Officer.

Each month summary reports of blocks are reviewed. When this happens it's recognised that some are attributed to employees who have accessed legitimate sites, but they contain embedded adverts from blocked sites like gambling websites. In the majority of these cases no further action is taken. However, there are occasions when attempts to access inappropriate sites require further investigation.

What should I do if I am Websensed?

If you receive a "Websense block" message notify your manager and explain what you were looking for.

If you believe that the site is incorrectly blocked you should ask your manager to submit a request for the site to be unblocked to the Business Support Helpdesk.

Social media and CCC

In January's countywide our 'Focus on social media' explained how CCC is beginning to use social media as a communications tool.

Over the last 18 months CCC has started to use social media alongside its more traditional communication channels. There are currently corporate sites for Facebook, Twitter and YouTube – managed by the Communications Team. If you'd like something posted on them get in touch with the Communications Team - details below. Links to these sites can now be found directly from the homepage of the website or search for 'Cambridgeshire County Council' on each.

DO

✔ **Understand your audience.**
Do you know who are you trying to reach?

✔ **Listen to your customers.**
Do you already monitor and observe the conversations they are having?

✔ **Put trust in your customers.**
There will always be exceptions to the rule, but people are generally
- inquisitive and want to find out more
- constructive and keen to offer new ideas
- helpful

✔ **Have clear goals and measure the outcomes**

YouTube facebook twitter

Would your service like to consider using social media as a communication channel? Contact the Communications Team on 01223 699286, eleanor.pasfield@cambridgeshire.gov.uk Policy and guidance to help us use social media has been produced and can be found on CamWeb at http://camweb/cd/cst/comm/socialmedia/

> **"Listen to your customers.** Do you already monitor and observe the conversations they are having?"

DON'T

✘ View social media as just a broadcasting tool. It was never intended to be a one-way communication tool, but a way for people to participate in conversations.

✘ Ignore your customers if they use social media. It's like hanging up the phone or deleting an email. If we have a presence and provide a means for customers to contact us, we have to manage their expectations.

✘ Underestimate resource requirements. Social media conversations tend to happen in real time so there is a greater expectation to provide regular, frequent updates and timely responses. To do this requires resource to regularly monitor and moderate the channels you are using to identify opportunities, provide timely feedback and manage inappropriate use.

✘ Dismiss other communications channels. Social media provides us with another tool to communicate and engage with our residents, but it doesn't replace other, more traditional, channels of communication.

✘ Be afraid to try something new. CCC is taking small, considered steps to ensure that social media works for us and, more importantly, our customers.

All services are supported by a framework of policy, guidance and 'social media champions', to ensure the safe and strategic use of social media channels and to exploit their full potential.

For lifelong learning, follow the purple paw

Thursday 20 May is Learn at Work Day – an opportunity for you to try something different, explore new skills and have fun.

Lifelong learning is learning that's not directly related to your job role. CCC works in partnership with Unison to provide opportunities for wider personal development beyond the support you need to perform in your job role. Learn at Work Day is just one of these opportunities.

Based on feedback from previous events, this year's programme is packed full of informative, stimulating and fun events to inspire and give you the chance to try new things. Throughout the day talks and taster sessions will be taking place at locations across the county including:

T'ai Chi, yoga, flower arranging, history, foreign languages, healthy eating, archery, photography, genealogy and life coaching.

I'm sold ... how do I get involved?

Our Strategic Management Team has agreed that employees can attend sessions during the working day, with line manager's agreement. Sessions are free but you'll need to book a place in advance.

You can find full details of talks, tasters and other activities on CamWeb, type 'lifelong learning' into the search box.

On 20 May, look out for purple paw prints leading to the activities taking place near you.

You can find full details of talks, tasters and other activities on CamWeb, type 'lifelong learning' into the search box. On 20 May, look out for purple paw prints leading to the activities taking place near you.

To book a nature reserve away day for your team contact Charlotte Lowry, Greenspace and Community Officer on (01223) 715557.

Building a green team

Trading Standards held an away day at one of CCC's own Local Nature Reserves, in Somersham.

As well as the usual team building activities and outcomes it was a chance to put something back into the communities we serve. They built three fishing platforms alongside the lake and installed a new path to help access to the site. Everyone agreed it was the best away day they had ever had.

HR payroll dates

	Payroll closure for all claim forms (i.e. overtime claims, relief claims etc)		Final date for managers to request changes/leavers (e.g. change in hours)		Pay day	
	Admin	**Education**	**Admin**	**Education**	**Admin**	**Education**
June	4 June	4 June	4 June	4 June	24 June	30 June
July	5 July	29 June	5 July	29 June	23 July	22 July
August	4 Aug	4 Aug	4 Aug	4 Aug	24 Aug	31 Aug

Faxed claim forms are not accepted. All claim forms should be filled in using decimals not minutes i.e. 1 hour 15 minutes should be recorded as 1.25.

More details can be found by searching "Payroll deadlines and pay days" on CamWeb.

Time off to train

Employees with at least 26 weeks' continuous service now have the statutory right to request unpaid time off for training.

The training can include accredited programmes (leading to a qualification) or shorter unaccredited training. It does not matter how or where the training is delivered and there is no limit on the length of time it can take. When making a flexible working request explain how the training will develop your skills needed for your current job role and how the training will improve the Council's performance.

Further information is available on CamWeb, type 'flexible working' into the search box.

Feeling charitable?

The use of CCC's internal channels for the promotion of charity and fundraising events is limited to activities, which are related to the support and delivery of CCC services. It also includes support for colleagues who are taking part in events and are looking for sponsorship.

Please consult with the Internal Communications Team prior to promotion. The team will be able to advise on appropriate use of the social page on CamWeb, noticeboards and Service publications and may be able to bring added value to your campaign. However, given the functional nature of Daily Briefing and the potential for overuse, this channel would not generally be deemed suitable.

Case study: Sport Relief

More than 160 volunteers were off at the starting ring for Sport Relief at CCC's Contact Centre. They answered over 3,000 phone calls to collect a staggering £104,742 for Sport Relief - exceeding the Sport Relief target.

It is the first time the Contact Centre has taken part in the event. It normally deals with enquiries ranging from Trading Standards, libraries, blue badge applications, social services and highways.

EMPLOYEE SUPPORT GROUPS

Cambridgeshire Minority Ethnic Employees Network (CMEEN) meetings.

- 13 May - Octagon Conference Room, Shire Hall, Cambridge
- 8 July - Oates Room, Scott House, Huntingdon

For further information type CMEEN into the CamWeb search box.

A date with the disabled employees and member group (DIADEM)

Employees are invited to go along to Ramparts Room at 1.30pm before the main session, for informal discussions.

- 12 May 2010 - Ramparts, Bailey Rooms, Cambridge
- 30 June 2010 - Ramparts, Bailey Rooms, Cambridge

For further information on DIADEM contact andy.purnell@cambridgeshire.gov.uk or visit the groups CamWeb pages.

Lesbian, Gay, Bisexual and Transgender (LGB&T) network

Members can get involved and put forward ideas to the Council Diversity Group and contribute to policy development.

For further information and meeting dates contact Mark Briggs, County Development Manager, Disability Service on 0788 0683 326 or Mo Eastwood, Trainer Fostering and Adoption on 07919 111323.

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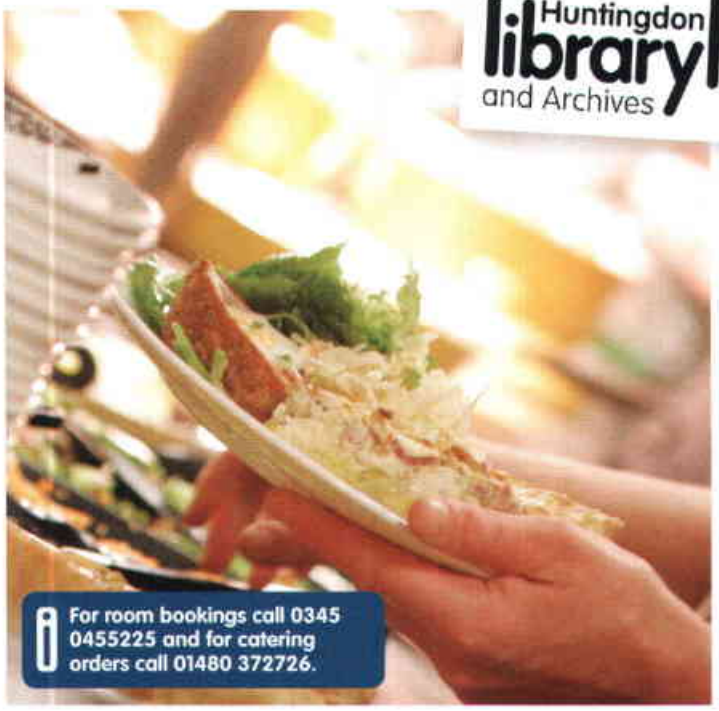
The place to meet and eat

A vibrant café has opened at our contemporary new Huntingdon Library and Archives, Princes Street, Huntingdon.



The extensive food menu includes hot and cold breakfast items, daily specials plus a selection of paninis, sandwiches, pizza and salads. Freshly prepared Fairtrade coffees are served throughout the day, together with speciality teas and hot chocolate. There are also regular special offers.

Huntingdon library also has two meeting rooms and two interview rooms with facilities and catering, which are available to hire throughout the week.

Central Library gives royal welcome

HRH The Princess Royal re-opened the newly refurbished Central Library.

During her tour, the Princess returned a book using the new automatic self-service system and saw the range of facilities on offer at the library. She met groups of children enjoying story-time, representatives from Connexions, Engage over 50s group and users of specialist equipment for people with visual impairments.

HRH The Princess Royal arrives

The Princess saw the film of her earlier visit when she opened Lion Yard and the original Central Library building 35 years ago. Central Library is the first public library in the country to have a facility like this, which gives access to the British Film Institute's digital archive of film and television footage.

Did you know?

- A full dress rehearsal was held before the royal visit.
- The updated library holds over 100,000 books and has 75 computers for public use.
- Every returned book is security checked.
- In February 2010 new members topped 10,000, and the number of visits passed the quarter million mark at 264,566.

Deserving projects receive CCC funding

Voluntary and community projects across Cambridgeshire have been awarded funding by CCC to help support their work with vulnerable adults.

Some members of the groups receiving their awards

Up to £3,000 per project was presented to 31 groups by the Chairman of the County Council, Councillor Linda Oliver.

The grants will help meet the cost of a range of projects, including running lunch clubs, community centres and providing support and advice services.

The 'vulnerable adults' grant scheme is managed for CCC by the Cambridgeshire Community Foundation

If groups are interested in applying for a small grant for next year, the scheme will be open for applications in October. Contact the Community Foundation on (01223) 410535 or visit www.cambscf.org.uk.

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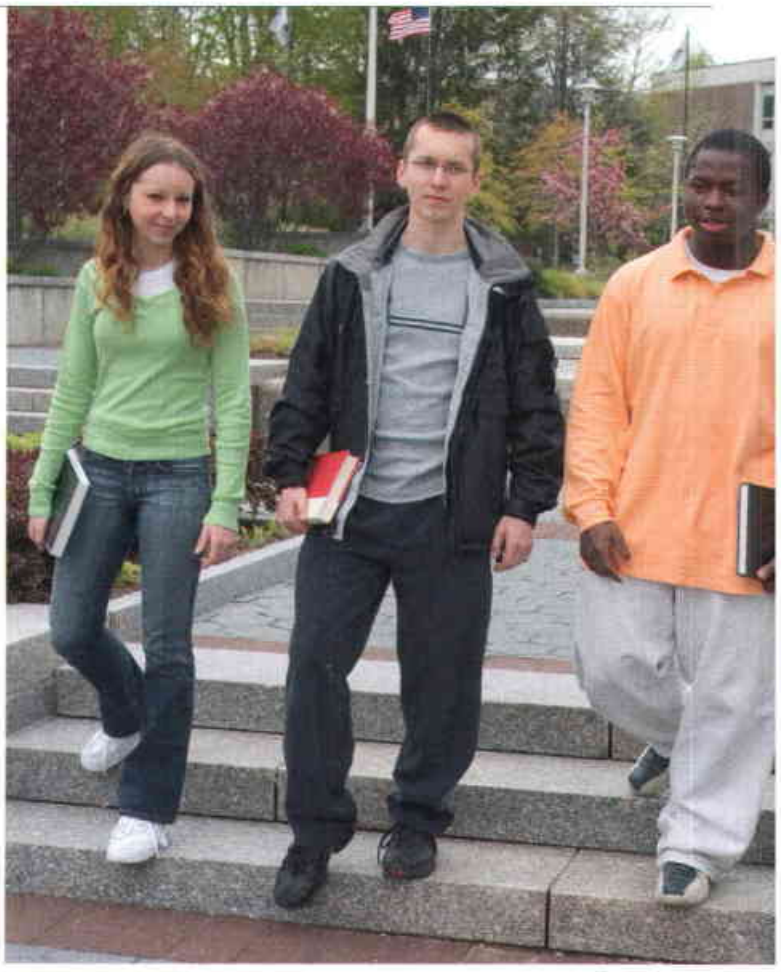
Giving young people a chance



Cambridgeshire's Connexions service, managed by CCC, is for young people up to the age of 25 years to help them get on in life. It's a public service which brings together all the key youth support services and young people are actively involved in its design and delivery.

Lost generation found

A Huntingdon employer has given what politicians have labeled 'the lost generation' the chance to find a meaningful career, thanks to Connexions.

Connexions Employer Services Team offers a free recruitment service to Cambridgeshire businesses. Employers can advertise vacancies suitable for young people free of charge on the Connexions website and in a weekly 'Vacancy Bulletin'. The team also offers advice on wages, working hours, qualifications and employing a young person.

Local insurance broking business, Coversure Insurance Services in Huntingdon, has recruited 16 teenagers using Connexions' free recruitment service since 2006.

Emma Thoday, HR assistant, explains: "We are invariably introduced to good quality students from college or school. We ask for three to five GCSEs at grade A to C including English and Maths. If they are bright we know we can train them and take them to the next level and Connexions has been a wonderful source of top quality candidates."

Careers at Coversure Insurance Services, Huntingdon

Case study

■ Chris Fox, Head of Accounts, joined in 1995 as an office junior and has progressed to senior management. Chris said: "I can empathise with young people looking for jobs. I was job seeking while the economy recovered from the last recession and it's tough. I'm perfectly happy to take on young people. We can help to provide experience. I think that employers who insist on prior experience can be missing out on some excellent people."

The newer employees work in a wide range of jobs. Emma Pollard, 18 and a Trainee Auditor, said: "My mum recommended I look at the Connexions website. That's where I saw the job advertised, it was really easy to apply."

For more information about Connexions visit www.youthoria.org

Tackling anti-social behaviour

Scham's Young People's Neighbourhood Panel has been awarded a £490 Voluntary Commitment Grant from the Cambridgeshire High Sheriff's Award Scheme for the Streetwise Conference Project (a Connexions project tackling issues of anti-social behaviour). The Young People's Neighbourhood Panel is made up of 11 to 15 year olds. The money will be used by the group to fund interactive school events such as workshops, to reduce anti-social behaviour.

Nicola King, a locality youth work co-ordinator, said: "Often young people don't realise that things they are doing are perceived as anti-social. This project will help raise awareness."

More teens are learning or earning

The number of teenagers not in employment, education or training (or NEET) has declined in the last three months. Currently 5.2% are NEET which equates to 826 16 to 18 year olds across Cambridgeshire. This time last year it was 5.8% or 896 teenagers.

CCC locality teams, which include Connexions youth services, support NEET young people and encourage them to remain in learning to improve their future employment prospects. But it's still a tough job market for teenagers.

83.8% of 16 to 18 year olds in the county are currently in education compared to 81% this time last year. The January Guarantee – the promise of an offer of an appropriate place in learning for 16 and 17 year olds by the end of January – has helped to fuel this rise.

The Cambridgeshire Together Future Jobs programme is offering over 200 opportunities in employment for young people over 18, who have been unemployed for more than six months. The aim of the programme, accessed through job centres, is to avoid the destructive impact of long term unemployment which affected young people during the last recession.

Activities wanted

A survey of young people in Cambridgeshire reveals they want more opportunities to try bungee jumping, climbing and trampolining, as well as football, dance and basketball.

The survey was carried out as part of the Cambridgeshire Youth Offer, to find out what sports and hobbies young people take part in outside of school, results will be used to commission future activities.

Joe, Thomas, Joe and youth worker Lee at Bar Hill youth club.

New conference facilities at Cambridge's second oldest College

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OPTION 7 4 mths - 3 Bins 12 Cleans £36	OPTION 8 6 mths - 3 Bins 18 Cleans £54	OPTION 9 12 mths - 3 Bins 36 Cleans £104

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Donarbon's Waste Management Park,
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Fun for all the family!

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- See our revolutionary new waste treatment plant and much more
- Load up with free compost (bring sacks and a spade)
- Guided site tours by coach
- Enjoy the bouncy castle, balloons, face painting and a chance to climb on our diggers and lorries
- Jump on board the County Council's famous recycling bus
- Fill up on delicious food, drink and ice cream

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Cambridgeshire County Council

If you would like more information please call

01223 861010

BRING THE FAMILY AND FRIENDS ALONG

Recycling buses: re-branded and on the road

Ever wondered what CCC's two recycling buses do?

New livery for CCC's recycling buses

Inside the recycling bus - Nick King with children

You'd be forgiven for thinking they're all about recycling; but you are only partly right.

They also educate the county's school children about the benefits of preventing waste, re-using or repairing unwanted or broken items, and wider environmentally friendly behaviour. And they achieve all this by getting children involved in fun, hands-on activities that they wouldn't normally experience in the average classroom.

The buses are driven around the county's schools by experienced teachers Nick King and Em Ritchie who enthuse children about the world of waste, while teaching a broad range of skills through the new creative national curriculum.

One happy customer learned about the value of discarded materials by making a merry-go-round from old timber and toilet rolls.

The buses will be traveling to our county's schools and community events around Cambridgeshire throughout the year, including National Recycle Week which starts on 21 June.

> "The buses are great. You learn and have lots of fun at the same time"

For more on the buses and waste in general visit www.cambridgeshire.gov.uk/environment/waste For more on National Recycle Week, look out for information in future Daily Briefings.

Praise for number crunching

CCC's Waste Team is a leading light when it comes to number crunching.

The team recently welcomed officers from Lincolnshire County Council, who wanted to learn about how we use IT to report waste data and run waste operations.

Onsite using a PDA linked to the Waste Data Tool - Michael Macer, Site Inspection Officer

An impressed Lincolnshire colleague said, "Cambridgeshire's Waste Team is enthusiastic and professional. The visit was highly informative and very stimulating. We particularly liked how Cambridgeshire had turned DEFRA's Waste Data Flow system into a simple upload with the click of a button. We hope we can do the same with our future waste data management system."

CCC's Waste Team worked closely with an IT contractor to create the system, which saves thousands of man hours. It automatically uploads and crunches through waste data for the County and District councils, highlights discrepancies, and sends data to DEFRA.

Green Champions' column

This issue, in the first of a new column, we introduce you to CCC's new Green Champion Coordinator, Emma Langham.

Emma Langham

"I joined CCC at the start of February as Environment Promotions Officer within the Environment Management and Climate Change Service (formerly Environment Policy and Projects). A part of my role is coordinating the Green Champions network and I have been working on re-launching the network and reviewing the results of the recent Green Champions Survey.

"I'll be working hard to try and change employee behaviour to help us all reduce the impact we have on the environment. The Carbon Trust estimates that we can save up to 30% of carbon emissions by just changing behaviours. We can help this happen by doing just one thing; you could turn off your monitor when you're away from your desk or make yourself a note pad from scrap paper."

The next Green Champions meeting takes place 11am – 1pm, Monday 14 June in the Ramparts Room, Bailey Rooms, Shire Hall campus.

For more information on how you can be greener in the work place or become a Green Champion visit: http://camweb/es/goodpractice or contact the Environment Management and Climate Change team on (01223) 715560.

Ideas for future Green Champion columns? Contact Emma Langham, Environment Promotions Officer on 01223 728584.

CCC's Celebrity Chefs

As part of the Fit for Business competition to find winning healthy recipes our final main dish comes from Steve Grange, Desktop Support Analyst . Steve said: "This may not sound healthy, but by choosing the correct ingredients it can be a healthy option. It is also wheat and gluten free, which will be suitable for coeliacs. Serve with rice, spaghetti, pasta or on its own."

Meatballs stuffed with mozzarella

Ingredients

For the meatballs

- Low fat lean mince - 800g
- Cracked black peppercorns
- One tablespoon of honey
- One egg (or a tablespoon of gluten free white flour to bind)
- Low fat mozzarella

For the sauce

- Two tins of plum tomatoes
- One bay leaf
- Handful of dried Italian herbs
- One tablespoon of tomato puree
- One red onion
- Salt (if preferred)

Mix together the mince, black peppercorns and egg (or gluten free flour). Divide the mixture until you are left with 12-16 walnut sized lumps, roll into balls. Gently push your thumb into each to create a well; place in a small lump of mozzarella and re-form the meatball so the cheese is covered. If the cheese isn't inside the centre of the meatball, it will come out during cooking so this is the key part. Chill for 30 minutes.

Heat a pan and gently fry the balls in a low calorie fat spray until browned. Drain away any excess fat and place on some paper towels to absorb any remaining fat.

Fry the onion in a low calorie fat spray until soft. Add the tomatoes, bay leaf, herbs and puree - mix well. Once it starts simmering, add the meatballs and stir gently so they don't fall apart.

Gently simmer for 25-30 minutes until cooked. Alternatively, place in an oven proof bowl in an oven for 30-40 minutes at 180c.

Musical moment

7pm, Sunday 4 July 2010
Striking Together for Bronze, Cambridge Corn Exchange.

Presented by Cambridgeshire Music, this is the third in a series of percussion concerts written and conceived by Cambridgeshire Music's Mark Aldous. A ground-breaking new piece commissioned for a percussion orchestra, including samba and steel pan groups from our local community.

For more information call 01480 73555, or visit www.cambridgeshiremusic.org.

Learning points

Our Internal Audit Team publish learning points they uncover while conducting audit reviews. These are sent out on Daily Briefing and are posted up on CamWeb.

Moving on

If you manage a team member who is about to leave the organisation remember to think about how you will ensure that key information and knowledge they have is not lost. This could mean, for example, asking them to document key tasks, lists of contacts, or preparing a handover note setting out essential facts about areas they are responsible for.

Ensure these are saved in a shared area. You never know when they might come in handy.

Feedback revamp

Our corporate Feedback System has been revamped to make it easier to use and help us get more out of it.

- **New self-service reporting suite**
Quickly generate your own reports. Visit http://camweb/feedbackreporting
- **New structure represented**
Find the right team and person to assign a case to.
- **Up to three delegates can receive your cases and manage your case inbox**
To find out how visit: http://camweb/cd/cst/st/dcs/feedback/corporate
- **Usability sessions** with system users are available to identify further enhancements that would make your life easier. More news on this soon.

Pension planning?

Our pensions team has sent the March 2010 Pensions Planning newsletter out to all active members of the Cambridgeshire Fund. It's also available to read on our website, type 'Pensions Planning Newsletter, March 2010' into the search box.

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You can't beat getting together with friends in the summer.

Especially for some food and a few drinks.

It's just a shame you can't always rely on it being nice and warm outside.

But you can rely on it being nice and warm inside. Especially if you've got a fire.

And even when the sun does shine, it will still be freezing again in the winter.

Most people don't think about a new fireplace at the moment, but they should.

Now's the time to plan ahead so you don't get caught out when it turns cold.

Another thing is that a stylish fireplace looks amazing even when it's turned off.

It's a real "talking point" and the perfect place to get together, whatever the weather.

Make sure you have a great summer, talk to Anglia about a new...

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